

## **MINUTES**

Hampton Neighborhood Commission Meeting  
Community Development Department

July 14, 2014

Time 5:00 – 6:30PM

### **Present**

Ann Bane, School Rep  
Alice Callahan, District 6  
Pamela Croom, District 2  
David Duxbury, District 1  
Steven Edwards, Chair-Elect  
Chris Henderson, District 3  
Kathy Johnson, Chair  
Sandra King-Medina, District 4  
Henry Mills, Institutional Rep.  
Patricia Parker, District 5  
Jason Samuels, District 8  
Peggy Todd, At-Large Rep.  
Rhonda Woods, District 9

Jonathan McBride, Executive Director  
Dorinda Weeks, Recording Secretary  
Jasmine Bryson, CDD Staff

### **Absent**

Ron Davis, City Rep.  
Barbara Franklin, Public Relations Rep.  
James Gray, City Rep.  
Judy Hart, District 10  
Grace Kelley, Youth Rep.  
Nehemiah Lipford  
John Lowe, District 7  
Anthony Reyes, City Rep.

### **I. Opening**

#### **Call to Order**

The meeting was called to order at 5:00pm.

#### **A. Roll Call and Verification of Quorum**

Quorum verified.

#### **B. Pledge of Allegiance**

### **C. Approval of Minutes of the June 9, 2014 Neighborhood Commission Meeting**

The Chair asked for consideration of the minutes for the June 9, 2014 Neighborhood Commission meeting with necessary amendments made.

- Henry Mills noted the neighborhood sign was for the Tide Mill neighborhood instead of the Pasture Point area and the project was not completed, but the grant was approved.

Alice Callahan made a motion to approve the minutes once the amendments are made. Rhonda Woods seconded the motion. The Chair called for a vote.

Chair voiced, "All in favor please say aye." Response, "aye."

Chair voiced, "Opposed?" Response – none.

Minutes approved.

### **D. Chair Announcements**

None

### **E. Recognitions**

None

## **II. Director's Report**

The Director reported:

- New Staff Update – Daniel Best is the new Neighborhood Grant Administrator, Shanel Lewis is one of the new Neighborhood Development Associates, and Dorinda Weeks will be the new Recording Secretary for the Neighborhood Commission.
  - Also the Neighborhood Office is finishing up all the necessary interviews and will have two more new employees by the next Neighborhood Commission Meeting on August 11, 2014.
- Other Updates – Cindy Woolwine will be leaving the Neighborhood Office and here last day will be July 30<sup>th</sup>.

## **III. Items to be Presented by Public**

None

## **IV. Briefings**

### **A. Briefing on the 311 Call Center**

**Cynthia Laurell, 311 Call Center Manager, presented an overview of the 311 Call Center.**

**Key Points of the Presentation:**

- The 311 Call Center was created in 1999 by Mary Bunting, presently Hampton's City Manager, to build a connection between the community and city services.
- The 311 process for requests and escalations was covered to help commissioners to have a better understanding, the service expectations from internal/external customers, and improvements of the system (for more details please see attachments in Commission Package).
- Also the method of how 311 can be utilize properly so commissioners as well as community members can address concerns and/or areas that need more development.

**Feedback Included:**

- Who decides when the escalation process is initiated and what criteria is this determination made?
  - The 311 advocates have been trained to make judgment calls and to actively listen for key words from the customer such as, "I have called twice for the same issue or I would like to put in a formal complaint..."
    - This would signal the advocate that a follow up must be created to research the request and determine the best way to move it forward to the next step.
    - Escalations are primarily determined by the severity of the situation
  - What if an issue goes unanswered or if the call was unsatisfactory?
    - If a situation has been through the first step of the escalation process (follow-up has been submitted) and still nothing has been done, the 311 Advocate can put in a formal complaint to have the concern addressed by the supervisor of the department handling the matter.
    - Also customers can take a survey to help learn ways to improve and develop the quality of service.
  - What do we have in place to do a brief welcoming/service advertising 311 services?
    - There is nothing in place at the moment, but Rhonda Woods has volunteered her time for now until something is established, such as a welcome ambassador.
      - This topic will be tabled until Executive Committee meets so they may discuss the topic.

- Is the data from 311 analyzed and used by the City Departments to be proactive on community needs?
  - 311 Call Center is working on improving their trend analysis and reporting to address hotspots within the community and improve departmental performance; however this type of reporting has not been established yet.

## **V. Items by Commissioners**

- Sandra King-Medina noted she needed clarification on the discussion and approval of Commissioners supporting/participating in the CUC Listening Tours.
  - Kathy Johnson explained the Commission voted the commissioners would help with outreach and promotion of the CUC Listening Tours.
  - She also noted the expectation of the commissioners would not be to serve as trained facilitators because this would go beyond the role of a commissioner.
- Jason Samuels announced the Newtown Association is hosting the Healthy Nutrients Event which is being held on July 25, 2014 at the Little England Cultural Art Center located at 3922 Kecoughtan Rd. from 2:30pm to 4:30pm and it is open to the public.
  - There will be free snacks, free samples, great information on health issues and a chance to network.
- Rhonda reported if any commissioners are having safety issues in their districts they can contact Lt. Wideman with the Hampton Police Department and he will be happy to come out to a meeting to do a briefing on what the Police can do and how to handle these types on situations.

## **VI. Action Items**

### **A. Consideration of the Selection Recommended of a Neighborhood for the Fall 2014 Hampton Home Repair Blitz**

Peggy Todd reported the Blitz take place Oct. 11, 2014 in the Cary Fordham Area and headquarters will be at Cary Elementary. Outreach for the Blitz will start at the end of July to the beginning of August.

- Beautification will take place at Cary Elementary as well.
- This year the hope is to have 20 - 25 homes participating in the program.
- The first meeting for team leaders will take place Friday, June 18<sup>th</sup>.

The Chair asked for a motion to approve the recommendation for the location of the Fall Home Repair Blitz. The Chair called for a vote.

Chair voiced, "All in favor please say aye." Response, "aye."

Chair voiced, "Opposed?" Response – none.

Motion approved.

## **B. Approval of Committee Meeting Results**

1. Executive Committee
  - a. Commissioner Retreat – Civic Communications Committee is working on the organizing the details of the retreat and will report later with details.
    1. Registered Neighborhood Organization (RNO) Challenge – Also the Civic Communications Committee is working on getting more neighborhoods registered. There are 10 registered now and there are currently 100 that are not. For encouragement it was suggested to launch a challenge amongst the Commissioners to see who can get the most neighborhood organizations registered.
  - b. Parking on the Lawn – CAPI will focus on educating the commissioners and the community better on this issue to encourage resident to not to do it.
2. Nominating Committee - No Report
3. Youth Committee - No Report
4. Grant Review Committee
  - a. Old North Hampton – Henry Mills announced the SEEDS program was approved for a \$2000 grant. The event will take place on the August 16<sup>th</sup> at Y.H. Thomas Community Center and it is the 3<sup>rd</sup> annual event.
5. Civic Communications Committee – No Report
6. Neighborhood-Schools Partnership Committee – No Report
7. Community Appearance, Pride and Image Committee – Everything was covered above

## **VII. Adjournment**

The meeting adjourned at 6:30pm.

Next Meeting Date: August 11, 2014 @ 5:00PM. Location: Community Development Conference Room, 5<sup>th</sup> Floor – 22 Lincoln Street.